

On Track

A NEWSLETTER FOR STUDENT AID PROFESSIONALS



Bringing A Better Future Within ReachSM

An Update from Willis Hulings

Dear Financial Aid and Lending Partners,

As the busy season for school registrations and tuition payments begins, it is a good time to discuss TERI's mission and how we have adapted over the years to the challenges of the education financing market.



TERI was formed in 1985 to encourage lenders to make loans to students that would not otherwise be attractive (e.g., loans with long terms, deferred payments, and no collateral). At the time, private loans were a small part of the education equation. While TERI's guarantee might have been considered "promoting college access," it was thought to be more like helping people pay for their education as they would other long-term assets such as a home. To say the least, it was a simpler time financially – when the application and financial aid process was far less chaotic and much more adaptable.

When we look at the role of private loans today, so much has changed. Because of limitations in federal funding, the escalation in the costs of education, and the increasing number of students entering the post-secondary school system, the loans TERI guarantees really do facilitate access to education – for those who can afford to borrow. As we help to fulfill this need, we are mindful that the funding gaps are getting larger and the stakes are becoming higher, both in terms of how much debt is needed and the ability of students and parents to manage that debt.


I have visited with some of you in the first six months of my tenure and it has become clear to me that TERI must continue to work with its school and lending partners to create innovative products that responsibly promote and expand access to education. The complexity of financial need for students and their families has never been greater, and it is only complicated by the constant pressure on schools to be competitive – both in terms of tuition costs and student acceptances.

At TERI, we believe that education is the key to prosperity and well-being for individuals and society. Alongside TERI's goal to help students and families pay for school is both our mission and passion to increase awareness of the value of college. TERI College Access sponsors national college access programs that inform policy and practice, provides information and guidance to empower underserved students to achieve their educational goals, and identifies and markets strategies for improving college access and financial aid. In the next issue of On Track, I will discuss promoting college access for those who can't borrow and what it means in concept and in practice.

I trust you will find the information contained in On Track to be informative and helpful, and welcome your feedback and thoughts.

Sincerely,

Willis Hulings
President & CEO, TERI



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Pathways to College Network Launches New College Access Marketing Website

In July 2005, the Pathways to College Network launched the **College Access Marketing** website, a best-practices and educational tool focused on helping organizations improve communication campaigns that are aimed at encouraging students to pursue college.

The website offers a “how-to” guide on planning a marketing campaign to reach students and families with messages about securing financial aid and going to college. It also houses a multimedia gallery of examples from past and current campaigns around the country, featuring TV, radio, print, and other materials.

“The **College Access Marketing** site is really breaking new ground,” said Ann Coles, Director of the Pathways to College Network and TERI’s Senior Vice President. “Research has demonstrated what communication techniques are effective. This site now applies those techniques in a very practical way.”

Willis Hulings, TERI’s President and CEO, added that “TERI is committed to the kind of broad-based capacity-building that this website represents. College access marketing is based on a very pragmatic idea – if commercial marketers have shown that they can successfully reach the very same teen audience that we want to reach, why aren’t we looking at their strategies and seeing what we can borrow? If the site helps college access professionals communicate with students more effectively, the ultimate outcome is more students achieving their educational goals.”

The Pathways to College Network is an alliance of partners and funders committed to improving college access and success for underserved students. TERI is the Network’s managing partner. The College Board, the National Association of Student Financial Aid Administrators (NASFAA), and the Southern

Regional Education Board (SREB) are the leading partners of the Network’s efforts in college access marketing.



College Access Marketing is available free of charge to all users at: <http://www.collegeaccessmarketing.org>.

Ellen Ronayne Receives PIC Achiever Award



Ellen Ronayne, TERI College Access Senior Education Advisor and Volunteer Coordinator, and Neil Sullivan, Executive Director, Boston Private Industry Council.

During the 2005 annual meeting of the Boston Private Industry Council (PIC), Ellen Ronayne, TERI College Access Senior Education Advisor and Volunteer Coordinator, was honored as a PIC Achiever. This recognition is given to individuals who exemplify the mission of the PIC – to strengthen Boston’s communities and its workforce by connecting youth and adults with education and employment opportunities that prepare them to meet the skills required by employers in a changing economy.

Ellen was an integral part of the success of the Nurse Career Ladder program that the PIC managed. Ellen collaborated with the PIC Nurse Career Coach to provide financial aid workshops and individual advising sessions for health care professionals who expressed

interest in becoming nurses. She also provided a series of Train the Trainer sessions on financial aid basics to human resources professionals at the various hospitals and the PIC staff members engaged in the Nurse Career Ladder program.

Ellen Ronayne began working with TERI College Access in 1996. With a focus on low-income and first generation students, she provides one-on-one guidance to both students and families on planning and paying for college and career-development programs. Prior to joining TERI, Ellen worked in various admissions offices at colleges and universities throughout Boston, including Aquinas College, Harvard Divinity School, and University of Massachusetts, Boston. She holds a master of theological studies from Harvard Divinity School.

Helpful Tips from the Desk of Natasha Munoz



Helpful Tips from the Desk of Natasha Munoz is written in cooperation with Senior Priority Service Associate Natasha Munoz. Natasha began working as a member of the Priority Service Team in January 2004. Prior to this, Natasha was an Associate in our Customer Service Department. In addition to providing exceptional school support to our aid administrators, Natasha is also pursuing a management degree from Bunker Hill Community College.

We are pleased to announce that future issues of On Track will include an ongoing column highlighting TERI product and processing tips. Through a Q&A format, our goal is to enhance the TERI experience for our valued school clients.

We invite you to email your processing questions to askpriorityservice@teri.org. Questions will be answered by Natasha Munoz of TERI's Priority Service Department. With your permission, we will list your name, title, institution and question. In this inaugural column, we offer some important processing tips to help you during the peak borrowing season!

Q: How does TERI disperse loan funds?

A: We now offer three EFT options – TERI EFT, ELM NDN, and NYHESC EFT (NY schools). It's not too late to set up EFT for fall disbursements, please call TERI Priority Service today at 800.837.4FAO. We can also send funds via co-payable paper checks.

Q: Can we set up more than two uneven disbursements for a loan?

A: Yes, effective May 2005, TERI offers the option of multiple (up to four), uneven disbursements.

Q: Does TERI offer e-sign?

A: While TERI is developing e-sign as an option for the 2006-2007 academic year, we currently offer a fax-back option for loan agreements (formerly known as a promissory note), to reduce processing time for applicants. Applicants simply print the loan agreement, sign it, and fax it to TERI with the required supporting documentation (usually income verification for the co-signer). TERI's fax number is 888.FAX.TERI or 888.329.8374.

Q: What happens to faxed documents after they are successfully sent to TERI?

A: All faxes sent to TERI are routed through a fax server. Per our operating standards, most faxes are manually routed to the appropriate department within one hour of receipt and processed within 24 hours. The nature of our business requires that we utilize a server to manage the thousands of faxes that arrive weekly. Unfortunately, due to the nature of this technology, a small portion of faxes arrive illegible, upside down, or with no cover page. Therefore, we ask all individuals faxing documents to TERI to include a cover page indicating the student's name, Loan ID (if available), total number of pages, and date sent.

Q: When does a student need to apply with a co-signer?

A: We define credit-worthiness as the satisfaction of the following (what we call the "2-2-2 rule"): an applicant or co-signer must be currently working full-time for at least two years, be a US (or permanent) resident for at least two years, AND possess at least two years of established credit history. Since most traditional undergraduate students do not satisfy this "2-2-2 rule," a credit-worthy co-signer is highly recommended to increase chances of approved funding.

Meet TERI's New Market Development Representatives

TERI is pleased to announce the appointment of the following three Market Development Representatives:

- Western Region – Miriam Safir
- Midwestern Region – Ranjiv (Jiv) Subramaniam
- Rocky Mountain Region – David Hysmith

As Market Development Representatives, Miriam, Jiv, and David will work directly with school and lender contacts in the region to promote the utilization of TERI guaranteed loan programs and TERI school support services.

Miriam has over 15 years of experience in student financial aid services at both the graduate and undergraduate levels. She has served at the school level as a financial aid director and worked with EDFUND as a Client Relations Manager in Southern California.

Prior to joining TERI, **Jiv** worked in financial aid and admissions at Ohio Northern University and more recently as a commercial lender for Fifth Third Bank. Jiv lives in Ohio with his wife, Jillian, and daughter, Alana, and is active in Rotary International.

David joins us from Arapahoe Community College where he spent seven years

as the Assistant Director of Loans. David is a volunteer firefighter and rescue diver, and carries an impressive list of local citizenship and humanitarian awards.

Please join us in welcoming Miriam, Jiv, and David to the TERI family!



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INTRODUCING TERI's New Marketing Manager

TERI is excited to announce the appointment of Keri O'Brien to the position of Marketing Manager. In her role, Keri will be responsible for TERI marketing and the promotion of TERI's guaranteed loan programs.

Paul Crane, Vice President of Marketing, said Keri is a welcome addition to the team. "TERI has such a strong and vibrant brand with so much potential. Keri's experience and passion will bring TERI to the next level!"

Prior to joining TERI, Keri served as Director of Marketing Communications at Fidelity Investments. In this role, Keri managed advertising, product marketing and acquisition efforts for Fidelity's institutional business. Previously, Keri also held various marketing and business development positions with Columbia Management, Funds Distributor Inc., and New England College of Finance.

Please join us in welcoming Keri to the TERI family! Keri can be reached by email at kobrien@teri.org or by phone at 617.638.2245.

Market Development – School Relations Team Update

Mary Anne Ojeda – Mary Anne accepted a promotion to serve as Manager, Client Support. In this newly created role, Mary Anne will be responsible for the education, development and training of our lender and marketing partners. Through training, strategy sessions, and day-to-day involvement, Mary Anne will provide our lending and marketing partners with recommendations on how to promote their products in the marketplace. Effective Monday, July 18, Jiv Subramaniam assumed Mary Anne's role as Market Development Representative for the Midwestern Region.

Jennifer (Jen) Mendonca – Jen accepted a new position as Market Development Associate, School Sales Support. In her new capacity, Jennifer will play an integral role in providing in-house support to our expanding School Relations Group. In addition, she will also assist the Market Development – Product Development team with various initiatives. Jennifer will continue to serve her territory until the Market Development Representative position for the Northeastern Region is filled.

TERI Product and Process Update

As the demand for affordable and consumer-friendly alternative loans increases in the marketplace, TERI is pleased to announce the following product and process enhancements:

7-Tier Pricing Schedule Offers Co-Signer Release

The majority of our lender and marketer partners have adopted our newly designed 7-tier pricing schedule for the 2005-2006 academic year. This product enhancement offers more competitive interest rates with no fee for our better credit-qualified applicants. As a result, our school clients will experience improved approval rates. Additionally, students who choose a participating lender will qualify for co-signer release after 48 consecutive on-time principal and interest payments. For a list of participating TERI lenders and product details, please consult with your TERI Market Development Representative or a TERI partner today.

0.25% ACH Interest Rate Reduction

TERI is proud to offer a 0.25% ACH interest rate reduction option to borrowers who arrange to automatically deduct monthly payments from their bank account with their loan servicer. The interest rate reduction will begin when automatic principal and interest loan payments start, and will remain in effect as long as automatic payments continue without interruption. All TERI lender and marketer partners participate in this program – regardless of pricing schedule adopted by the lender. To learn more, please contact your TERI Market Development Representative.

ELM Certification and Multiple Disbursements Introduced May 2005

TERI recently introduced the option for our valued school clients to certify TERI guaranteed loans via ELM Resources. Since May 2005, more than 200 schools have embraced the ability to certify TERI guaranteed loans via ELM “standard lender flow” functionality. Additionally, effective May 2005, schools can now schedule (certify) up to 4 uneven disbursements via ELM, TERI Online School Services, or fax certification. To sign up for TERI Online School Services, ELM functionality, or EFT, please contact TERI Priority Service.

TERI College Access Unveils New College Planning and Paying Website

TERI College Access recently launched a new online resource that guides students and adult learners on planning and paying for college. The site – www.tericollegeaccess.org – offers students, families, guidance counselors, and other education professionals a single location for essential information on gaining admission into college, identifying and applying for financial aid, and finding courses for part-time learners.



The site provides answers to the most frequently asked college access questions and offers tools that help users choose a school, apply for admission, research scholarships, and submit the FAFSA. User-friendly workbooks containing tips on applying to college and securing financial

aid are available in both English and Spanish. Through the Online Advising feature, education advisors can provide assistance on the college and financial aid application process in multiple languages.

In addition, the site offers a wealth of Boston-specific information, including lists of available scholarships and the Educational Opportunities of Greater Boston database for users to search for adult education courses by name and location.

For those interested in supporting the aspirations of low-income and first generation students pursuing a college education, the site also provides information on volunteer opportunities at TERI College Access Centers.

“We are excited to launch this new website that allows us to share over 20 years of TERI’s knowledge and expertise working with individuals of all ages seeking educational opportunities,” said Ann Coles, TERI’s Senior Vice President for College Access.

In addition to this new resource, TERI also provides guidance directly to individuals at college access centers located throughout the Boston area, as well as onsite at schools, where advisors work with students beginning in 6th grade to develop college-preparatory skills and through the entire application process. Last year, nearly 18,000 students and families were served through TERI College Access centers and school-based programs.

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